

**MAYOR WILLIAMS REMARKS
FOSE – (PRONOUNCED FOSS-EE)**

- ***Acknowledgements*** **Bill Howell, General Manager, FOSE**
- I'm pleased to be with you today and delighted that you've chosen to honor our magnificent new Washington Convention Center by holding FOSE here. Isn't this place a work of art? Only a few years ago, there was a giant crater in the space. Now, it's a 2.3 million square foot economic engine. It's creating jobs and bringing conventions like FOSE inside its robust frame of steel and glass.
- While we have a stunning building, and FOSE has some astonishing exhibits, don't spend every minute inside. Please visit our restaurants, shops, museums, and other attractions. Go see what a diverse and thriving city Washington DC has become.

- Now, let's get down to business. The topic of my remarks today is technology. I want to tell you an amazing success story about the District's recent history in Information Technology. Along the way, I'll give you some glimpses of our city and share some of the secrets of our IT success.
- Four years ago, if I stood up here to talk about the state of "tech" in Washington, some of you would have laughed me off the stage. Others might have booed. The kindest of you would have volunteered to work for free to help our city's technology efforts.
- Ladies and gentlemen, we needed help.
- When I took office as Mayor in 1999, the District had a total of 370 separate, un-linked, often redundant computer systems.

We didn't have a wide area network for inter-agency e-mail and Internet access. We did not have one modern digital phone among the District government's 30,000 phones.

- We had a dreadful e-mail system. It maxed out at about 200 e-mail messages per day, in a government that had more than 32,000 employees.
- The city had nine separate mainframe data centers, all lacking even basic documentation, operating procedures, disaster recovery, or security protections. And they all performed similar functions. The average age of a computer application was nearly a decade. Our mainframe computers dated back to the disco era at best, some of them almost to the heyday of the Beatles.
- We did have a Web site – all of 20 pages.

- To make matters worse, the dot-com “boom” drove all of our technology talent away. And less than 18 months from New Year’s Eve, 2000, we hadn’t even started our Y2K fix. We were, without a doubt, one of the worst technology municipalities in the nation.
- So how did we turn things around?
- Because we had so little in place, we identified the best practices that all of you developed. We set out to modify or enhance them to meet our needs, and then install them. But we still confronted an enormous task. And the first thing we needed was leadership.
- So we recruited quickly, and we went for the gold standard. We found senior IT executives with decades of experience

building major systems in Fortune 500 companies.

We're a city government — so, as you well know, we couldn't offer them actual money.

- And we started with Suzanne Peck. For those of you who know us, you know that Suzanne and I can hardly resist a challenge.
- Suzanne and I made it a top priority to build a core IT team with the skills, experience, and vision to transform the District in IT. So the District's central IT team grew from one to 100 in the first three years.
- Another key element of leadership is political leadership. Our City Council, backed by the Congress, passed a law that created the District's first centralized IT agency.

We empowered it to develop citywide technology solutions, along with the centralized budget, procurement, and policy authority to support them.

- But we still needed a plan. And that's our third secret. We built an IT strategic plan that recognized that first and foremost we had to conquer Y2K.
- So our IT team set out on a mission. Their immediate goal was to make every basic business process in the District work by building state-of-the-art infrastructures and application suites. Their longer-term goal was to take our city from worst to first... in the nation in IT. In just 4 ½ years, they're well on their way to both.
- First, we tackled Y2K. When New Year's Eve 2000 rolled around, we heard the most beautiful sound possible on that night — the sound of silence.

- We used the Y2K process to assess citywide and individual agency needs in detail. We began by modernizing the city's hardware, software and communications equipment. We standardized phones and cell phones and renegotiated old contracts. So we saved millions each year in equipment and service costs.
- We integrated numerous functions and data repositories across agencies, paving the way for thousands of efficiencies. We put an end to the days when every District agency was a technology fiefdom unto itself.
- So our CTO and her team went on to build a citywide technology infrastructure from the ground up. We consolidated our nine data centers. We consolidated the old data centers into two state-of-the-art centers.

Each center mirrors the functions of the other, ensuring uninterrupted and secure business continuity.

- Several months ago, we completed this massive project. Soon, I will announce the consolidation of our Local Area Network servers to centralize the city's enterprise storage capacity.
- So what else did we do?
- We beefed up our citywide Wide Area Network (WAN). It's a broad-bandwidth network, supported by a main and a backup Network Operations Center (NOC). It provides citywide Internet access and a citywide email system that allows city government employees to communicate with each other, and with the rest of the world.

- I mentioned that our old email system maxed out at 200 emails a day. Our new system carries over 1 million emails per day. It has become the communications tool of choice for city employees.
- With a new, citywide infrastructure in place, we were poised to move from worst to first to an area that's dear to my heart: e-government. As you know, I'm a true believer in technology, and I set out to be a national technology mayor.
- And it's not just because I'm a technology "geek."
- The real reason is my profound belief in technology as a lever for other aspects of excellence in government.

E-government has opened a new frontier for us in customer service. It allows us to serve citizens, businesses and visitors -- whenever, and wherever it's convenient for them.

- And I'm delighted to say, we've made the most of it.
- We now have a 100,000-plus-page web portal that offers literally hundreds of on-line services.
- In 2001, dc.gov received 1.5 million hits. Last year, we got almost 100 million. For two years now, our portal has been recognized as one of the best in the country in the annual nationwide study by Brown University.
- The best example of the customer service changes made possible through e-government is our DMV site.

- When I took office, the DMV, in the eyes of DC residents, was our very own torture chamber – a dank basement where citizens sat for hours on end. We’ve built a DMV site that offers the most DMV functions in the nation on line. Now, except for car inspections and original licenses, there’s rarely a need for any resident to visit our DMV offices in person.
- Now, at the beginning of my second term, we’re well on the way to having every basic business process supported by state of the art technology. Our IT agency is now extending the frontier, launching state of the art technology projects that are the some of the best in the nation. A few examples are our citywide GIS Atlas; the Unified Communications Center (UCC); DC-Net; and our high-speed wireless initiative.
- Our new GIS system, called the DC Atlas, is a set of more than 50 layered digital maps of District geographical features.

Built on GIS best practices from government and private industry, the Atlas has maps of every detail you can imagine. This September, we'll release the DC Atlas to the general public, free of charge.

- Second, we've developed the 3-D Map, a more advanced module that provides three-dimensional, "virtual reality" views of all areas of the District. We're demonstrating the DC Atlas and 3-D map at the FOSE Homeland Security Center.
- All of our accomplishments would not be possible without our partnership with the federal government. Since September 11, 2001, that partnership has expanded enormously, and most significantly, in homeland security and emergency response.

- Our new homeland security responsibilities have brought new opportunity – this time, in dollars and cents.

Not only have we acquired a major new federal installation in the new Homeland Security Department, we've also gained a potential new source of funding for some of our large, cutting edge projects. All of the four projects I mentioned earlier have significant homeland security applications.

Since September 11, we've identified these applications.

Technology has helped us compete for and arrange \$170 million in emergency preparedness funding since Sept. 11.

- Our next cutting-edge project is our planned Unified Communications Center. The UCC is a state-of-the-art center where we'll consolidate call-taking and dispatch for emergency 911 calls, non-emergency 311 calls, and calls to the central District information number, 727-1000.

- Another of our major technology projects is called “DC-Net.”

DC-Net is a citywide fiber-optic voice and data network to replace the lines we now lease from our local telephone company with a high-speed system. It’s a network 1600 times the speed of a T-1 line, which we own ourselves.

- The last project I want to discuss today is directly linked to the UCC and DC-Net, and equally geared to helping us meet our homeland security responsibilities. This project is an interoperable, citywide high-speed wireless public safety data communications system. The wireless system will connect to the UCC and DC-Net to provide a seamless, high-speed public safety system for our local, regional, and federal first responders.

- With projects like these, the District will make a technology contribution not just to our own residents and businesses, but to the nation. When we've accomplished that, we will have completed a remarkable technology journey.
- Thank you for letting me share the story of that journey with you today. And once again, thank you for choosing our new Convention Center for FOSE 2003. Enjoy our wonderful city.